

June 10, 2015

I need to change my appointment

Q: I scheduled a nonimmigrant visa interview appointment for what I thought would be a convenient day next month, but I have just found out that I have an exam scheduled for the same day. I don't want to miss my appointment, but I can't miss my exam, either – it is very important for my course. What can I do about my appointment? Is there someone I can call or email?

A: Please don't stress out about your appointment date. We know that sometimes plans change, and rescheduling can be done at the same website where you obtained visa information, paid the application fee, submitted your online application, and originally scheduled your appointment: www.usvisa-info.com

Using the website, or the associated call center, of our authorized service provider CSC is the fastest way to resolve issues with your appointment date or to track the status of your application.

The U.S. Department of State has contracted with CSC to provide the following nonimmigrant visa services for Jamaica:

- Visa Service Information (Web, IVR and Call Center)
- Visa Fee collection
- Scheduling of Visa application review/interview
- Visa documents inbound and outbound courier services

Therefore, it is not necessary to contact the Embassy directly with questions regarding your visa application. Our service provider is available to handle all routine inquiries regarding the visa application process, and in those instances which require our attention will forward the inquiry to us. We find that in the vast majority of cases questions regarding issues such as fee payments, application filing, expedited appointment requests, questions about interview procedures, and passport tracking can be answered through on the website or call center. We encourage you to take advantage of the services available.

And good luck with your exam!

You can find more information about how to travel to the U.S. on our website, www.kingston.usembassy.gov and the website of our authorized service provider at www.usvisa-info.com. Keep on top of Embassy news on our Facebook page, www.facebook.com/pages/US-Embassy-Jamaica and by following @USEmbassyJA on Twitter. We also answer general visa questions on our Facebook and Twitter pages.